



## Georgia Department of Driver Services

2206 East View Parkway • Conyers, Georgia 30013

Nathan Deal  
Governor

Robert G. Mikell  
Commissioner

### MEMORANDUM

TO: Certified Risk Reduction and Driver Improvement School Owners and Instructors

FR: Kecia Bivins, Division Director of Regulatory Compliance

DA: October 15, 2013

RE: New Customer Procedures for OCRA Certificates of Completion

Effective Saturday, November 2, DDS will be implementing the next phase of our Reinstatement Integration and Modernization (RIM) Project. This project allows customers to reinstate their driving privileges online through our website. The Regulatory Compliance Division has been inundated by a large number of schools finalizing courses and issuing certificates in error via OCRA. Therefore, we are making changes to the way certificates are transmitted to DDS. In order for the R.I.M. project to be successful, Certificates of Completion (COC) for **Driver Improvement** and **Risk Reduction** students will no longer be transmitted directly from OCRA to the student's driving record. Instead, there will be a validation process in which the student will have to confirm their certificate number and PIN number via our Online Services Portal. We are hopeful that this second validation process will mitigate the large number of certificates that are finalized in error.

DI and RRP Certificates will now contain a 9 digit alpha/numeric PIN # at the bottom of the certificate. Instructions will also be printed on the certificate informing the student of the steps needed to transmit their certificate to their driving record. Students will need to follow the steps below:

- 1) Create or log into your DDS Online Services Account found on the DDS website at [www.dds.ga.gov](http://www.dds.ga.gov) under the **Online Services** tab.
- 2) Click **Log Into My Account**. This gives you the option to either create your account or log in.
- 3) Click on **Driver Training, Defensive Driving & Risk Reduction Certificates**.
- 4) Click on **Validate a Certificate of Completion**.
- 5) Enter the Certificate of Completion number, your date of birth, and the PIN # listed at the bottom of this certificate.
- 6) Click **Submit**.
  - a. If a match occurs, the Certificate of Completion will be transmitted to your driving record and a pdf version of your certificate may be printed using the **Print a Certificate of Completion** option.
  - b. If the system is not able to validate your certificate, a message will display stating "The information submitted does not match the record on file. Please verify the information entered. If the information entered was correct please contact the Regulatory Compliance Division at (678) 413-8745 or visit a DDS Customer Service Center."

If the student does not know their Georgia Driver's License number or the exam/issue date, they may follow the instructions below to reinstate online.

- 1) Go to the DDS website at [www.dds.ga.gov](http://www.dds.ga.gov) and click on the **Online Services** tab.
- 2) Click **Log Into My Account**.
- 3) Click on **Certificate Validation** in the Limited Services box.
- 4) Enter the Certificate of Completion number and the PIN #.
- 5) Click **Continue**.
  - a. If a match occurs, a message will display stating "Certificate Validation Successful".
  - b. If the system is not able to validate your certificate, a message will display stating "The information submitted does not match the record on file. Please verify the information entered. If the information entered was correct please visit a DDS Customer Service Center or contact the Regulatory Compliance Division at (678) 413-8745."

**As a reminder, all students must receive a Certificate of Completion upon successfully completing the course. Students will continue to have the option of taking their certificate into any DDS Customer Service Center to have the course completion placed on their driving record.**

The Regulatory Compliance Division's staff is able to assist you and answer any questions you may have regarding this new procedure. We may be reached by phone at 678-413-8745 or by email at [reginfo@dds.ga.gov](mailto:reginfo@dds.ga.gov).